

GRI Content Index

Toshiba uses GRI Sustainability Reporting Guidelines version 3.1 (G3.1) as a reference for sustainability reporting.

We have self-assessed CSR Report 2012 to be Application Level B+.

As a participant of UN Global Compact (GC), Toshiba joined the advisory panel of GC-GRI connection tool, "Making the connection."

The related GC principles are shown in the column "GC Principle" in this list.

→ [GRI Application Level](#) (A separate window will open.)

- C: CSR website □C: CSR Report 2012
- E: Environmental website □E: Environmental Report 2012 ([e-book](#))
- IR: IR website □A: Annual Report 2012
- O: Other website

* Core performance indicator

Extent of Reporting ○ : Full, △ : Limited, × : Not reported

(as of October,2012)

Section	Indicator	GC Principle	Extent of Reporting	References
1. Strategy and Analysis				
1.1	Statement from the most senior decisionmaker of the organization (e.g., CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy.		○	<ul style="list-style-type: none"> C: CEO Commitment □C: Page 5-6 (CEO Commitment) ■E: CEO Commitment □E: Page 3-4 (CEO Commitment) ■IR1: From the CEO ■IR2: An Interview with the President □A: Page 6-13 (An Interview with the President)
1.2	Description of key impacts, risks, and opportunities.		○	<ul style="list-style-type: none"> ■C1: CEO Commitment □C1: Page 5-6 (CEO Commitment) ■C2: Toshiba Group Businesses and Responsibilities □C2: Page 7-8 (Toshiba Group Businesses and Responsibilities) ■C3: Major Achievements in FY2011 and Targets & Plans for FY2012 □C3: Page 21-24 (Major Achievements in FY2011 and Targets & Plans for FY2012) ■E1: CEO Commitment □E1: Page 3-4 (Visions and Strategies/CEO Commitment) ■E2: Environmental Vision 2050 □E2: Page 7-8 (Visions and Strategies/Toward Environmental Vision 2050) ■E3: Results of the Fourth Environmental Action Plan □E3: Page 9-10 (Visions and Strategies/Results of the Fourth

				<p>Environmental Action Plan)</p> <p>■ E4: <u>Formulation of the Fifth Environmental Action Plan</u></p> <p>□ E4: Page 11-12 (Visions and Strategies/Formulation of the Fifth Environmental Action Plan)</p> <p>■ IR1: <u>From the CEO</u></p> <p>■ IR2: <u>An Interview with the President</u></p> <p>□ A: Page 6-13 (An Interview with the President)</p>
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Section	Indicator	GC Principle	Extent of Reporting	References
2. Organizational Profile				
2.1	Name of the organization.		○	<p>■ C: <u>Toshiba Group Business Overview</u></p> <p>□ C: Page 3 (Toshiba Group Business Overview)</p>
2.2	Primary brands, products, and/or services.		○	<p>■ C1: <u>Toshiba Group Business Overview</u></p> <p>□ C1: Page 3 (Toshiba Group Business Overview)</p> <p>■ C2: <u>Toshiba Group Businesses and Responsibilities</u></p> <p>□ C2: Page 7-8 (Toshiba Group Business and Responsibility)</p>
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.		○	<p>■ O1: <u>Management Structure</u></p> <p>■ O2: <u>Business Domains</u></p> <p>■ IR1: <u>Organization Chart</u></p> <p>□ A1: Page 52-53 (Organization Chart)</p> <p>■ IR2: <u>Consolidated Subsidiaries and Affiliated Companies Accounted for by the Equity Method</u></p> <p>□ A2: Page 54 (Consolidated Subsidiaries and Affiliated Companies Accounted for by the Equity Method)</p> <p>■ C: <u>Toshiba Group Business Overview (Business Structure)</u></p> <p>□ C: Page 3 (Toshiba Group Business Overview/Business Structure)</p>
2.4	Location of organization's headquarters.		○	<p>■ C: <u>Toshiba Group Business Overview</u></p> <p>□ C: Page 3 (Toshiba Group Business Overview)</p>
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.		○	<p>■ C: <u>Toshiba Group Business Overview</u></p> <p>□ C: Page 3 (Toshiba Group Business Overview)</p>

2.6	Nature of ownership and legal form.		○	<ul style="list-style-type: none"> ■ C1: Toshiba Group Business Overview □ C1: Page 3 (Toshiba Group Business Overview) ■ C2: Stakeholders □ C2: Page 2 (Major Stakeholders and Toshiba Group's Responsibilities)
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).		○	<ul style="list-style-type: none"> ■ C1: Toshiba Group Business Overview □ C1: Page 3 (Toshiba Group Business Overview) ■ C2: Toshiba Group Business and Responsibility □ C2: Page 7-8 (Toshiba Group Business and Responsibility)
2.8	Scale of the reporting organization, including: -Number of employees; -Number of operations; -Net sales (for private sector organizations) or net revenues (for public sector organizations); -Total capitalization broken down in terms of debt and equity (for private sector organizations); and -Quantity of products or services provided.		○	<ul style="list-style-type: none"> ■ C: Toshiba Group Business Overview □ C: Page 3 (Toshiba Group Business Overview) ■ IR1: Financial Data ■ IR2: Financial Highlights □ A1: Page 4-5 (Financial Highlights)
2.9	Significant changes during the reporting period regarding size, structure, or ownership including: -The location of, or changes in operations, including facility openings, closings, and expansions; and -Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations).		○	<ul style="list-style-type: none"> ■ C: Significant Change during the Reporting Period □ C: Page 4 (Significant Change during the Reporting Period) ■ IR: Corporate History □ A: P55 (Corporate History)
2.10	Awards received in the reporting period.		○	<ul style="list-style-type: none"> ■ C: Evaluation of CSR by External Parties □ C: Page 58 (Evaluation of CSR by External Parties(FY2011))

Section	Indicator	GC Principle	Extent of Reporting	References
3. Report Parameters				
Report Profile				
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.		○	<ul style="list-style-type: none"> ■ C: CSR Reporting Policy □ C: Page 4 (Editorial Policy) ■ E: Editing Policy □ E: Page 2 (Editing Policy)
3.2	Date of most recent previous report (if any)		○	
3.3	Reporting cycle (annual, biennial, etc.)		○	

3.4	Contact point for questions regarding the report or its contents.		○	<ul style="list-style-type: none"> ■ C: <u>Inquiries about CSR and Environmental Activities</u> □ C: Back Cover (Contacts) □ E: Back Cover (Contacts)
Report Scope and Boundary				
3.5	Process for defining report content, including: -Determining materiality; -Prioritizing topics within the report; and -Identifying stakeholders the organization expects to use the report.		○	
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.		○	<ul style="list-style-type: none"> ■ C: <u>CSR Reporting Policy</u> □ C: Page 4 (Editorial Policy) ■ E: <u>Editing Policy</u> □ E: Page2 (Editing Policy)
3.7	State any specific limitations on the scope or boundary of the report.		○	
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.		○	
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report.		○	<ul style="list-style-type: none"> ■ C: <u>Distribution of Economic Value to Stakeholders</u> □ C: Page3 (Distribution of Economic Value to Stakeholders) ■ E1: <u>Results of the Fourth Environmental Action Plan</u> □ E1: Page 9-10 (Visions and Strategies/Results of the Fourth Environmental Action Plan) ■ E2: <u>Formulation of the Fifth Environmental Action Plan</u> □ E2: Page11-12 (Visions and Strategies/Formulation of the Fifth Environmental Action Plan) ■ E3: <u>Outline of Environmental Impacts</u> □ E3: Page 13-14 (Visions and Strategies/Overview of Environmental Impacts) ■ E4: <u>Green Management/Environmental Accounting</u> □ E4: Page 61-62 (Green Management/Environmental Accounting)
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/ acquisitions, change of base		○	<ul style="list-style-type: none"> ■ C: <u>Financial Results</u> □ C: Page 3 (Financial Results) ■ IR: <u>Financial Highlights</u> □ A: Page4 (Financial Highlights)

	years/periods, nature of business, measurement methods).			
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.		○	<ul style="list-style-type: none"> ■ C: <u>Significant Change during the Reporting Period</u> □ C: Page 4 (Significant Change during the Reporting Period)

GRI Content Index

3.12	Table identifying the location of the Standard Disclosures in the report.		○	<ul style="list-style-type: none"> ■ C: <u>GRI Content Index</u>
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Assurance

3.13	Policy and current practice with regard to seeking external assurance for the report. If not included in the assurance report accompanying the sustainability report, explain the scope and basis of any external assurance provided. Also explain the relationship between the reporting organization and the assurance provider(s).		○	<ul style="list-style-type: none"> ■ C: <u>Third-Party Comments on the CSR Report</u> □ C: Page 57 (A Third Party Review of the CSR Report) ■ E: <u>Green Management/Third-party Evaluation</u> □ E: Page 69 (Green Management/Third-party Evaluation)
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Section	Indicator	GC Principle	Extent of Reporting	References
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4. Governance, Commitments, and Engagement

Governance

4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.		○	<ul style="list-style-type: none"> ■ C: <u>Corporate Governance</u> □ C: Page 27 (Corporate Governance) ■ IR1: <u>Corporate Governance</u> ■ IR2: <u>Corporate Governance/Directors</u> □ A: Page 44-49 (Corporate Governance)
4.2	Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organization's management and the reasons for this arrangement).		○	<ul style="list-style-type: none"> ■ C: <u>Corporate Governance</u> □ C: Page 27 (Corporate Governance) ■ IR1: <u>Corporate Governance</u> ■ IR2: <u>Corporate Governance/Directors</u> □ A1: Page 44-49 (Corporate Governance) ■ O: <u>Senior Management</u> □ A2: Page 50-51 (Directors and Executive Officers)
4.3	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.		○	<ul style="list-style-type: none"> ■ C: <u>Corporate Governance</u> □ C: Page 27 (Corporate Governance) ■ IR1: <u>Corporate Governance</u> ■ IR2: <u>Corporate Governance/Directors</u> □ A: Page 44-49 (Corporate Governance)

4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.		○	<ul style="list-style-type: none"> ■ C1: <u>Dialogue with Shareholders and Investors</u> ■ C2: <u>Dialogue with Employee and Customer</u> □ C1-2: Page28 (Dialogue with Shareholders) ■ C3: <u>Whistleblower System</u> □ C3: Page43 (Effective use of the whistleblower system) ■ IR: <u>Shareholders' Meeting</u>
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).		○	<ul style="list-style-type: none"> ■ C: <u>Compensation for Directors and Executive Officers</u> □ C: Page 27 (Compensation for directors and executive officers) ■ IR1: <u>Compensation</u> ■ IR2: <u>Compensation Policy and the Amount of Compensation</u> □ A: Page49 (Compensation Policy and the Amount of Compensation) ■ E: <u>Green Management/Performance Evaluation and Awards</u> □ E: Page 60 (Green Management/Performance Evaluation and Awards)
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.		○	<ul style="list-style-type: none"> ■ C1: <u>Corporate Governance</u> □ C1: Page 27 (Corporate Governance) ■ C2: <u>Toshiba Group Standards of Conduct</u>
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.		○	<ul style="list-style-type: none"> ■ C: <u>Corporate Governance</u> □ C: Page 27 (Corporate Governance)
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.		○	<ul style="list-style-type: none"> ■ C1: <u>Corporate Philosophy</u> □ C1: Page1-2 (Corporate Philosophy, Toward Realizing the Corporate Philosophy) ■ C2: <u>Toshiba Group Standards of Conduct</u> ■ C3: <u>Major Achievements in FY2011 and Targets & Plans for FY2012</u> □ C3: Page 21-24 (Major Achievements in FY2011 and Targets & Plans for FY2012) ■ E1: <u>Environmental Vision 2050</u> □ E1: Page 7-8 (Visions and Strategies/Toward Environmental Vision 2050) ■ E2: <u>Results of the Fourth Environmental Action Plan</u> □ E2: Page 9-10 (Visions and Strategies/Results of the Fourth Environmental Action Plan) ■ E3: <u>Formulation of the Fifth</u>

				<p><u>Environmental Action Plan</u> <input type="checkbox"/> E3: Page 11-12 (Visions and Strategies/Formulation of the Fifth Environmental Action Plan)</p>
4.9	<p>Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.</p>		○	<p>■ C1: <u>Corporate Governance</u> <input type="checkbox"/> C1: Page 27 (Corporate Governance) ■ C2: <u>CSR Management Structure</u> <input type="checkbox"/> C2: Page 25 (Toshiba Group CSR Management Structure)</p>
4.10	<p>Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.</p>		○	<p>■ C: <u>Corporate Governance</u> <input type="checkbox"/> C: Page 27 (Corporate Governance)</p>
Commitments to External Initiatives				
4.11	<p>Explanation of whether and how the precautionary approach or principle is addressed by the organization.</p>		○	<p>■ IR: <u>Business Risk Factors</u> ■ C1: <u>Risk Management and Compliance</u> <input type="checkbox"/> C1: Page 43-44 (Risk Management and Compliance) ■ C2: <u>Quality Control</u> ■ C3: <u>Ensuring Product Safety</u> <input type="checkbox"/> C2-3: Page 47-48 (Quality Assurance and Safety , Dealing with Product Accidents) ■ E: <u>Greening of Products (Environmentally Conscious Products)</u> <input type="checkbox"/> E: Page 33-46 (Greening of Products/Creation of Products with the Highest Level of Environmental Performance)</p>
4.12	<p>Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.</p>		○	<p>■ C1: <u>UN Global Compact</u> ■ C2: <u>Company Overview/CSR-related international charters Toshiba endorses</u> <input type="checkbox"/> C2: Page 3 (Company/CSR-related international charters Toshiba endorses) ■ C3: <u>CEO Commitment/UN Global Compact</u> <input type="checkbox"/> C3: Page 5 (CEO Commitment/UN Global Compact) ■ C4: <u>Strengthening CSR management based on the principles of ISO 26000</u> <input type="checkbox"/> C4: Page 19 (Strengthening CSR management based on the principles of ISO 26000)</p>
4.13	<p>Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization:</p>		○	<p>■ C1: <u>Toshiba Group Business Overview/Membership in CSR-related organization</u> <input type="checkbox"/> C1: Page 3 (Toshiba Group</p>

	-Has positions in governance bodies; -Participates in projects or committees; -Provides substantive funding beyond routine membership dues; or -Views membership as strategic.			Business Overview/Membership in CSR-related organization) ■ C2: <u>Government & Authorities</u>
Stakeholder Engagement				
4.14	List of stakeholder groups engaged by the organization.		○	■ C: <u>Stakeholders</u> □ C: Page 2 (Major Stakeholders and Toshiba Group's responsibilities)
4.15	Basis for identification and selection of stakeholders with whom to engage		○	■ C: <u>Stakeholders</u> □ C: Page 2 (Major Stakeholders and Toshiba Group's responsibilities)
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.		○	■ C: <u>Stakeholder Dialogue</u> □ C: Page 28 (Holding stakeholder dialogue periodically)
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.		○	■ C1: <u>CSR Reporting Policy/Our efforts to report on the priority issues for our stakeholders and those for Toshiba Group</u> □ C1: Page 4 (CSR Reporting Policy/Our efforts to report on the priority issues for our stakeholders and those for Toshiba Group) ■ C2: <u>Stakeholder Dialogue</u> □ C2: Page 28 (Holding stakeholder dialogue periodically)

Section	Indicator	GC Principle	Extent of Reporting	References
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5. Performance index

Economic

Management Approach

	Goals and Performance		○	■ IR1: <u>Business Strategies</u> ■ IR2: <u>Mid-term Business Plan</u> □ A: Page 14-15 (Mid-term Business Plan)
	Policy		○	■ IR1: <u>Business Strategies</u> ■ IR2: <u>An Interview with the President</u> □ A: Page 6-13 (An Interview with the President)
	Additional Contextual Information		○	■ IR: <u>Investor Relations</u>

Economic Performance

EC1.*	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other		○	■ IR1: <u>Financial Indicators</u> ■ IR2: <u>Financial Highlights</u> □ A: Page 4 (Financial Highlights, Toshiba Corporation and its
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	community investments, retained earnings, and payments to capital providers and governments.			Subsidiaries) ■ C: <u>Distribution of Economic Value to Stakeholders</u> □ C: Page 3 (Distribution of Economic Value to Stakeholders)
EC2.*	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Principle 7	○	■ IR1: <u>Mid-to Long-term Vision and Basic Strategic Policies</u> ■ IR2: <u>Mid-term Business Plan</u> □ A: Page14-15 (Mid-term Business Plan) ■ E: <u>Environmental Vision 2050</u> □ E: Page 7-8 (Visions and Strategies/Toward Environmental Vision 2050)
EC3.*	Coverage of the organization's defined benefit plan obligations.		○	■ C: <u>Toshiba Corporate Pension Plan</u> ■ IR: <u>Long-Term Liabilities/Accrued pension and severance costs</u> □ A: P57 (Long-Term Liabilities/Accrued pension and severance costs)
EC4.*	Significant financial assistance received from government.		×	-

Market Presence

EC5.	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	Principle 1	×	-
EC6.*	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.		△	■ C1: <u>CSR Management in the Supply Chain</u> □ C1: Page 45 (Managing CSR in the Supply Chain) ■ C2: <u>Contributing to Economic, Educational, and Cultural Development in Host Countries around the world</u> □ C2:P51
EC7.*	Procedures for local hiring and proportion of senior management hired from the local community at locations of significant operation.	Principle 6	△	■ C: <u>Contributing to Economic, Educational, and Cultural Development in Host Countries around the world</u> □ C: Page 51 (Contributing to economic, educational, and cultural development in host countries around the world)

Indirect Economic Impacts

EC8.*	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, inkind, or pro bono engagement.		○	■ C1: <u>Support for Local Community Development and Public Policies</u> ■ C2: <u>Corporate Citizenship Activities</u> ■ C3: <u>Support in the Aftermath of Disasters</u> □ C1-3:P 53-54 (Support for Local Community Development and
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				Public Policies; Corporate Citizenship Activities; Support in the Aftermath of Disasters)
EC9.	Understanding and describing significant indirect economic impacts, including the extent of impacts.		△	<p>■ E: <u>Green Management/Environmental Accounting</u></p> <p>□ E: Page 61-62 (Green Management/Environmental Accounting)</p>

Environmental

Management approach

	Management approach		○	<p>■ E: <u>Green Management/Continuous Improvement of Basic Activities</u></p> <p>□ E: Page 55-70 (Green Management/Continuous Improvement of Basic Activities)</p>
	Goals and Performance		○	<p>■ E1: <u>Results of the Fourth Environmental Action Plan</u></p> <p>□ E1: Page 9-10 (Visions and Strategies/Results of the Fourth Environmental Action Plan)</p> <p>■ E2: <u>Formulation of the Fifth Environmental Action Plan</u></p> <p>□ E2: Page 11-12 (Visions and Strategies/Formulation of the Fifth Environmental Action Plan)</p>
	Policy		○	<p>■ E: <u>Green Management/Environmental Policy</u></p> <p>□ E: Page 55 (Green Management/Toshiba Group's Policy for the Environment)</p>
	Organizational Responsibility		○	<p>■ E: <u>Green Management/Environmental Management Structure</u></p> <p>□ E: Page 57 (Green Management/Environmental Management Structure)</p>
	Training and Awareness		○	<p>■ E: <u>Green Management/Environmental Education and Qualification</u></p> <p>□ E: Page 58 (Green Management/Environmental Education and Qualification)</p>
	Monitoring and Follow-up		○	<p>■ E: <u>Green Management/Environmental Audits</u></p> <p>□ E: Page 59 (Green Management/Environmental Audits)</p>
	Additional Contextual Information		○	<p>■ E: <u>Green Management/Continuous Improvement of Basic Activities</u></p> <p>□ E: Page 55-70 (Green</p>

				Management/Continuous Improvement of Basic Activities)
Materials				
EN1.*	Materials used by weight or volume	Principle 8	○	<p>■ E: <u>Outline of Environmental Impacts</u></p> <p>□ E: Page 13-14 (Overview of Environmental Impacts)</p>
EN2.*	Percentage of materials used that are recycled input materials.	Principle 8, 9	△	<p>■ E: <u>Greening of Products/Efficient Use of Resources for Products/Incoming Recycling Initiatives</u></p> <p>□ E: P41 (Greening of Products/Efficient Use of Resources/Incoming Recycling Initiatives)</p>
Energy				
EN3.*	Direct energy consumption by primary energy source.	Principle 8	○	<p>■ E: <u>Outline of Environmental Impacts</u></p> <p>□ E: Page 13-14 (Visions and Strategies/Overview of Environmental Impacts)</p>
EN4.*	Indirect energy consumption by primary source.	Principle 8	○	<p>■ E: <u>Outline of Environmental Impacts</u></p> <p>□ E: Page 13-14 (Visions and Strategies/Overview of Environmental Impacts)</p>
EN5.	Energy saved due to conservation and efficiency improvements.	Principle 8, 9	○	<p>■ E1: <u>Results of the Fourth Environmental Action Plan</u></p> <p>□ E1: Page 9-10 (Visions and Strategies/Results of the Fourth Environmental Action Plan)</p> <p>■ E2: <u>Formulation of the Fifth Environmental Action Plan</u></p> <p>□ E2: Page 11-12 (Visions and Strategies/Formulation of the Fifth Environmental Action Plan)</p> <p>■ E3: <u>Greening of Process/Mitigation of Climate Change/Reducing total GHG emissions</u></p> <p><u>Greening of Process/Mitigation of Climate Change/Reducing energy-derived CO₂ emissions</u></p> <p><u>Greening of Process/Mitigation of Climate Change/Product Logistics</u></p> <p><u>Greening of Process/Mitigation of Climate Change/Employees' Business Travel</u></p> <p><u>Greening of Process/Mitigation of Climate Change/Use of Renewable Energy</u></p> <p><u>Greening of Process/Mitigation of Climate Change/Introducing electric vehicles</u></p> <p><u>Greening of Process/Mitigation of</u></p>

			<p><u>Climate Change/Making CO₂ emissions in the supply chain visible</u></p> <p><input type="checkbox"/> E3: Page 21-24 (Greening of Process/Mitigation of Climate Change)</p> <p><input checked="" type="checkbox"/> E4: <u>Greening of Products/Mitigation of Climate Change</u></p> <p><input type="checkbox"/> E4: Page 37-39 (Greening of Products/Mitigation of Climate Change)</p>
EN6.	<p>Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.</p>	<p>Principle 8, 9</p>	<p><input type="checkbox"/> E1: <u>Greening of Products/ECP and Excellent ECP</u></p> <p><u>Greening of Products/Mitigation of Climate Change</u></p> <p><u>Greening of Products/Product Eco-Efficiency</u></p> <p><input type="checkbox"/> E1: Page 35-36 (Greening of Products/Creation of Excellent ECPs)</p> <p>Page 37-39 (Greening of Products/Mitigation of Climate Change)</p> <p>Page 45-46 (Greening of Products/Product Eco-efficiency)</p> <p><input checked="" type="checkbox"/> E2: <u>Greening by Technology/Low-Carbon Energy Technologies</u></p> <p><u>Greening by Technology/Photovoltaic Power Generation</u></p> <p><u>Greening by Technology/Hydroelectric Power Generation</u></p> <p><u>Greening by Technology/Geothermal Power Generation</u></p> <p><u>Greening by Technology/Wind Power Generation</u></p> <p><u>Greening by Technology/Thermal Power Generation</u></p> <p><u>Greening by Technology/Nuclear Power Generation</u></p> <p><u>Greening by Technology/Smart Grids</u></p> <p><u>Greening by Technology/Rechargeable Battery SCiB™</u></p> <p><input type="checkbox"/> E2: Page 47-54 (Greening by Technology/Low-Carbon Energy Technologies)</p>
EN7.	<p>Initiatives to reduce indirect energy consumption and reductions achieved.</p>	<p>Principle 8, 9</p>	<p><input checked="" type="checkbox"/> E1: <u>Greening of Process/Mitigation of Climate Change/Reducing energy-derived CO₂ emissions</u></p> <p><input checked="" type="checkbox"/> E2: <u>Greening of Process/Mitigation of Climate Change/Use of Renewable Energy</u></p> <p><input type="checkbox"/> E1-2: Page 22-23 (Greening of</p>

				Process/Use of renewable energy/A semiconductor plant for which environmentally conscious measures were taken starting from the planning stage)
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Water

EN8. *	Total water withdrawal by source.	Principle 8	○	<p>■ E1: <u>Outline of Environmental Impacts</u></p> <p>□ E1: Page 13-14 (Overview of Environmental Impacts)</p> <p>■ E2: <u>Greening of Process/Efficient Use of Resources/Efficient use of water resources</u></p> <p>□ E2: Page 26 (Greening of Process/Efficient Use of Resources/Efficient use of water resources)</p>
EN9.	Water sources significantly affected by withdrawal of water	Principle 8	×	-
EN10.	Percentage and total volume of water recycled and reused.	Principle 8, 9	○	<p>■ E: <u>Outline of Environmental Impacts</u></p> <p>□ E: Page 13-14 (Overview of Environmental Impacts)</p> <p>■ E2: <u>Greening of Process/Efficient Use of Resources/Efficient use of water resources</u></p> <p>□ E2: Page 26 (Greening of Process/Efficient Use of Resources/Efficient use of water resources)</p>

Biodiversity

EN11. *	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Principle 8	○	<p>■ E: <u>Green Management/Biodiversity</u></p> <p>□ E: Page 63-64 (Green Management/Conservation of Biodiversity)</p>
EN12. *	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Principle 8	○	<p>■ E: <u>Green Management/Biodiversity</u></p> <p>□ E: Page 63-64 (Green Management/Conservation of Biodiversity)</p>
EN13.	Habitats protected or restored.	Principle 8	○	<p>■ E: <u>Green Management/Biodiversity</u></p> <p>□ E: Page 63-64 (Green Management/Conservation of Biodiversity)</p>
EN14.	Strategies, current actions, and future plans for managing impacts on biodiversity.	Principle 8	○	<p>■ E: <u>Green Management/Biodiversity</u></p> <p>□ E: Page 63-64 (Green Management/Conservation of Biodiversity)</p>

EN15.	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	Principle 8	△	<p>■ E: <u>Green Management/Biodiversity/Initiatives at Production Sites</u></p> <p>□ E: Page 63-64 (Green Management/Conservation of Biodiversity/Initiatives at production sites)</p>
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Emissions, Effluents, and Waste

EN16. *	Total direct and indirect greenhouse gas emissions by weight.	Principle 8	○	<p>■ E1: <u>Outline of Environmental Impacts</u></p> <p>□ E1: Page 13-14 (Overview of Environmental Impacts)</p> <p>■ E2: <u>Greening of Process/Mitigation of Climate Change/Reducing total GHG emissions</u></p> <p><u>Greening of Process/Mitigation of Climate Change/Reducing energy-derived CO2 emissions</u></p> <p><u>Greening of Process/Mitigation of Climate Change/Product Logistics</u></p> <p><u>Greening of Process/Mitigation of Climate Change/Employees' Business Travel</u></p> <p><u>Greening of Process/Mitigation of Climate Change/Use of Renewable Energy</u></p> <p><u>Greening of Process/Mitigation of Climate Change/Introducing electric vehicles</u></p> <p>□ E2: Page 21-24 (Greening of Process/Mitigation of Climate Change)</p>
EN17. *	Other relevant indirect greenhouse gas emissions by weight.	Principle 8	○	<p>■ E1: <u>Greening of Process/Mitigation of Climate Change/Reducing energy-derived CO2 emissions</u></p> <p>□ E1: Page 21-22 (Greening of Process/Mitigation of Climate Change)</p> <p>■ E2: <u>Greening of Products/Mitigation of Climate Change</u></p> <p>□ E2: Page 37-39 (Greening of Products/Mitigation of Climate Change)</p> <p>■ E3: <u>Greening by Technology/Low-Carbon Energy Technologies</u></p> <p><u>Greening by Technology/Photovoltaic Power Generation</u></p> <p><u>Greening by Technology/Hydroelectric Power Generation</u></p> <p><u>Greening by Technology/Geothermal Power Generation</u></p> <p><u>Greening by Technology/Wind</u></p>
EN18.	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Principle 7, 8, 9	○	<p>■ E1: <u>Greening of Process/Mitigation of Climate Change/Reducing energy-derived CO2 emissions</u></p> <p>□ E1: Page 21-22 (Greening of Process/Mitigation of Climate Change)</p> <p>■ E2: <u>Greening of Products/Mitigation of Climate Change</u></p> <p>□ E2: Page 37-39 (Greening of Products/Mitigation of Climate Change)</p> <p>■ E3: <u>Greening by Technology/Low-Carbon Energy Technologies</u></p> <p><u>Greening by Technology/Photovoltaic Power Generation</u></p> <p><u>Greening by Technology/Hydroelectric Power Generation</u></p> <p><u>Greening by Technology/Geothermal Power Generation</u></p> <p><u>Greening by Technology/Wind</u></p>

				<u>Power Generation</u> <u>Greening by Technology/Thermal Power Generation</u> <u>Greening by Technology/Nuclear Power Generation</u> <u>Greening by Technology/Smart Grids</u> <u>Greening by Technology/Rechargeable Battery SCiB™</u> <input type="checkbox"/> E3: Page 47-54 (Greening by Technology/Low-Carbon Energy Technologies)
EN19. *	Emissions of ozone-depleting substances by weight.	Principle 8	<input type="radio"/>	<input checked="" type="checkbox"/> E: <u>Greening of Process/Management of Chemicals/Management of ozone-depleting substances</u> <input type="checkbox"/> E: Page 28 (Greening of Process/Management of Chemicals/Management of ozone-depleting substances)
EN20. *	NOx, SOx, and other significant air emissions by type and weight.	Principle 8	<input type="radio"/>	<input checked="" type="checkbox"/> E1: <u>Outline of Environmental Impacts</u> <input type="checkbox"/> E1: Page 13-14 (Visions and Strategies/Overview of Environmental Impacts) <input checked="" type="checkbox"/> E2: <u>Greening of Process/Management of Chemicals/Impacts on Air and Water</u> <input type="checkbox"/> E2: Page 28 (Greening of Process/Management of Chemicals/Management of substances that have impacts on the atmosphere and hydrosphere)
EN21. *	Total water discharge by quality and destination.	Principle 8	<input type="radio"/>	<input checked="" type="checkbox"/> E1: <u>Outline of Environmental Impacts</u> <input type="checkbox"/> E1: Page 13-14 (Overview of Environmental Impacts) <input checked="" type="checkbox"/> E2: <u>Greening of Process/Management of Chemicals/Impacts on Air and Water</u> <input type="checkbox"/> E2: Page 28 (Greening of Process/Management of Chemicals/Management of substances that have impacts on the atmosphere and hydrosphere)
EN22. *	Total weight of waste by type and disposal method.	Principle 8	<input type="radio"/>	<input checked="" type="checkbox"/> E1: <u>Outline of Environmental Impacts</u> <input type="checkbox"/> E1: Page 13-14 (Visions and Strategies/Overview of Environmental Impacts) <input checked="" type="checkbox"/> E2: <u>Greening of Process/Efficient Use of Resources</u> <input type="checkbox"/> E2: Page 25-26 (Greening of Process/Efficient Use of Resources)

EN23. *	Total number and volume of significant spills.	Principle 8	○	<p>■ E: <u>Greening of Process/Environmental Management for Factories/Soil and groundwater purification</u></p> <p>□ E: Page 29 (Greening of Process/Response to Environmental Risks/Soil and groundwater purification)</p>
EN24.	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Principle 8	×	-
EN25.	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Principle 8	○	<p>■ E: <u>Green Management/Biodiversity/Initiatives at Production Sites</u></p> <p>□ E: Page 63-64 (Green Management/Conservation of Biodiversity/Initiatives at production sites)</p>

Products and Services

EN26. *	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Principle 7, 8, 9	○	<p>■ E: <u>Greening of Products/Creation of Products with the Highest Level of Environmental Performance</u></p> <p>□ E: Page 33-46 (Greening of Products/Creation of Products with the Highest Level of Environmental Performance)</p>
EN27. *	Percentage of products sold and their packaging materials that are reclaimed by category.	Principle 8, 9	△	<p>■ E1: <u>Outline of Environmental Impacts</u></p> <p>□ E1: Page 13-14 (Visions and Strategies/Overview of Environmental Impacts)</p> <p>■ E2: <u>Greening of Process/Recycling of End-of-Life Products/Global Recycling Greening of Process/Recycling of End-of-Life Products/Recycling in Japan</u></p> <p>□ E2: Page 31-32 (Greening of Process/Recycling of End-of-Life Products)</p>

Compliance

EN28. *	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with environmental laws and regulations.	Principle 8	○	<p>■ E: <u>Green Management/Risks and Compliance/Compliance with environmental laws and regulations</u></p> <p>□ E: Page 57 (Green Management/Risks and Compliance/Compliance with environmental laws and regulations)</p> <p>(No environmental violation in FY2011)</p>
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Transport

EN29.	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Principle 8	△	<ul style="list-style-type: none"> ■ E1: <u>Outline of Environmental Impacts</u> □ E1: Page 13-14 (Visions and Strategies/Overview of Environmental Impacts) ■ E2: <u>Greening of Process/Mitigation of Climate Change/Reducing CO2 emissions associated with product logistics</u> □ E2: Page 22 (Greening of Process/Mitigation of Climate Change/Reducing CO2 emissions associated with product logistics)
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Overall

EN30.	Total environmental protection expenditures and investments by type.	Principle 7, 8, 9	○	<ul style="list-style-type: none"> ■ E: <u>Green Management/Environmental Accounting</u> □ E: Page 61-62 (Green Management/Environmental Accounting)
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Social

Labor Practices and Decent Work

Management Approach

	Goals and Performance		○	<ul style="list-style-type: none"> ■ C: <u>Major Achievements in FY2011 and Targets & Plans for FY2012</u> □ C: Page 21-24 (Major Achievements in FY2011 and Targets & Plans for FY2012)
	Policy		○	<ul style="list-style-type: none"> ■ C1: <u>Policy on Respect for Human Rights and Prohibition of Discrimination</u> ■ C2: <u>Policy on Fair Personnel Evaluation and Treatment</u> ■ C3: <u>Promotion Structure for Nurturing Diversity</u> ■ C4: <u>Cultivating Global Human Resources</u> ■ C5: <u>Occupational Health and Safety (OH&S) Policy</u> □ C1-5: Page 29-33 (Labor Practices)
	Organizational Responsibility		○	<ul style="list-style-type: none"> ■ C1: <u>Framework for Respecting Human Rights</u> ■ C2: <u>System for Promoting Fair Personnel Evaluation and Treatment</u> ■ C3: <u>Promotion Structure for Nurturing Diversity</u> ■ C4: <u>Cultivating Global Human Resources</u> ■ C5: <u>OH&S Promotion Framework</u>

	Training and Awareness		○	<ul style="list-style-type: none"> ■ C1: <u>Education on Respect for Human Rights</u> □ C1: Page 29 (Human rights education initiative led by the Employee Wellness Division) ■ C2: <u>Training for Fair Personnel Evaluation and Treatment</u> ■ C3: <u>Education and Training on Respect for Diversity</u> ■ C4: <u>Training Programs at Toshiba Group</u> ■ C5: <u>Raising Awareness and Education for Ensuring Employee Health and Safety</u>
	Monitoring and Follow-Up		○	<ul style="list-style-type: none"> ■ C1: <u>Provision of Consulting Services for Employees</u> ■ C2: <u>Systems for Soliciting Employee Opinions (Checks and Audits for Fair Personnel Evaluation and Treatment)</u> ■ C3: <u>Systems for Soliciting Employee Opinions (Checks and Audits for Development of Employee Capabilities)</u> ■ C4: <u>OH&S Checks and Audits</u>
	Additional Contextual Information		○	<ul style="list-style-type: none"> ■ C1: <u>Human Rights: Respect for Human Rights and Prohibition of Discrimination</u> ■ C2: <u>Fair Evaluation and Treatment</u> ■ C3: <u>Promotion of Diversity</u> ■ C4: <u>Human Resources Development</u> ■ C5: <u>Occupational Health and Safety</u> □ CC1-5: Page 29-33 (Labor Practices)

Employment

LA1.*	Total workforce by employment type, employment contract, and region, broken down by gender.		△	<ul style="list-style-type: none"> ■ C1: <u>Breakdown of Toshiba Group Employees (as of the end of March 2012)</u> □ C1: Page 30 (Toshiba Group Employees (as of March 31, 2012)) ■ C2: <u>No. of Employees by Region (as of March 31, 2012)</u> □ C2: Page 3 (No. of Employees by Region (as of March 31, 2012))
LA2.*	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Principle 6	×	
LA3.	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operations.		△	<ul style="list-style-type: none"> ■ C: <u>Toshiba Corporate Pension Plan</u> (Pension Plan is only for permanent employees)

Labor/Management Relations

LA4.*	Percentage of employees covered by collective bargaining agreements.	Principle 1, 3	△	■C: <u>Ensuring Rights of Labor</u>
LA5.*	Minimum notice period(s) regarding operational changes, including whether it is specified in collective agreements.	Principle 3	△	■C: <u>Promoting Labor-Management Dialogue</u>

Occupational Health and Safety

LA6.	Percentage of total workforce represented in formal joint management worker health and safety committees that help monitor and advise on occupational health and safety programs.	Principle 1	○	■C: <u>OH&S Promotion Framework</u>
LA7.*	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities, by region and by gender.	Principle 1	△	■C: <u>Frequency of occupational accidents leading to absence at Toshiba Group</u> □C: Page 33 (Rate of Work-Related Accidents)
LA8.*	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Principle 1	○	■C: <u>Ensuring Health Management</u> □C: Page 34 (Various measures to maintain and improve employees' physical and mental health)
LA9.	Health and safety topics covered in formal agreements with trade unions.	Principle 1	△	■C: <u>OH&S Promotion Framework</u>

Training and Education

LA10.*	Average hours of training per year per employee by gender, and by employee category.		×	-
LA11.	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.		○	■C: <u>Human Resources Development</u> □C: Page 30 (Human Resources Development)
LA12.	Percentage of employees receiving regular performance and career development reviews, by gender.		○	■C1: <u>Fair Evaluation and Treatment</u> ■C2: <u>Using Full-fledged Career Development Systems</u> □C2: Page 30 (Using Full-Fledged Career Development Systems)

Diversity and Equal Opportunity

LA13.*	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Principle 1, 6	△	■C: <u>Promotion of Diversity</u> □C: Page 31-32 (Promotion of Diversity)
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LA14.*	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	Principle 1, 6	○	No discrimination with regard to male and female compensation within the same category
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Human Rights

Management Approach

	Goals and Performance		○	<p>■ C: <u>Major Achievements in FY2011 and Targets & Plans for FY2012</u></p> <p>□ C: Page 21-24 (Major Achievements in FY2011 and Targets & Plans for FY2012)</p>
	Policy		○	<p>■ C1: <u>Policy on Respect for Human Rights and Prohibition of Discrimination</u></p> <p>□ C1: Page 29 (Respect for human rights)</p> <p>■ C2: <u>Protecting Human Rights Throughout Our Supply Chain</u></p> <p>□ C2: Page 29 (Protecting human rights throughout our supply chain)</p>
	Organizational Risk Assessment		×	
	Impact Assessment		×	
	Organizational Responsibility		○	<p>■ C: <u>Framework for Respecting Human Rights</u></p>
	Training and Awareness		○	<p>■ C: <u>Education on Respect for Human Rights</u></p> <p>□ C: Page 29 (Human rights education initiative led by the Employee Wellness Division)</p>
	Monitoring, Follow-Up and Remediation		△	<p>■ C1: <u>Provision of Consulting Services for Employees</u></p> <p>■ C2: <u>Supply Chain Checks and Audits</u></p> <p>□ C2: Page 45 (Performing audits of outsourced manufacturers of Toshiba-brand products)</p>
	Additional Contextual Information		○	<p>■ C: <u>Respect for Human Rights and Prohibition of Discrimination</u></p> <p>□ C: Page 29 (Respect for Human Rights and Prohibition of Discrimination)</p>

Investment and Procurement Practices

HR1.*	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	Principle 1-6	×	-
HR2.*	Percentage of significant suppliers, contractors, and other business partners that have undergone human	Principle 1-6	○	<p>■ C: <u>CSR Management in the Supply Chain</u></p> <p>□ C: Page 45 (Managing CSR in the</p>

	rights screening, and actions taken.			Supply Chain
HR3.	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Principle 1-6	△	<ul style="list-style-type: none"> ■ C: <u>Risk Management and Compliance Education</u> □ C: P43 (Compliance education appropriate to the circumstances of individual regions)
Non-Discrimination				
HR4.*	Total number of incidents of discrimination and actions taken.	Principle 1, 2, 6	×	-
Freedom of Association and Collective Bargaining				
HR5.*	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	Principle 1, 2, 3	○	<ul style="list-style-type: none"> ■ C: <u>CSR Management in the Supply Chain/Items covered by the CSR Survey</u> □ C: Page 45 (Managing CSR in the Supply Chain)
Child Labor				
HR6.*	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	Principle 1, 2, 5	○	<ul style="list-style-type: none"> ■ C1: <u>Protecting Human Rights Throughout Our Supply Chain</u> ■ C2: <u>CSR Management in the Supply Chain/Items covered by the CSR Survey</u> □ C2: Page 45 (Managing CSR in the Supply Chain)
Forced and Compulsory Labor				
HR7.*	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor	Principle 1, 2, 4	○	<ul style="list-style-type: none"> ■ C1: <u>Protecting Human Rights Throughout Our Supply Chain</u> ■ C2: <u>CSR Management in the Supply Chain/Items covered by the CSR Survey</u> □ C2: Page 45 (Managing CSR in the Supply Chain)
Security Practices				
HR8.	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Principle 1, 2	×	-
Indigenous Rights				
HR9.	Total number of incidents of violations involving rights of indigenous people and actions taken.	Principle 1, 2	×	-
Assessment				
HR10.	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.		×	
Remediation				

HR11.	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.		x	
Society				
Management Approach				
	Goals and Performance		○	<ul style="list-style-type: none"> ■ C: <u>Major Achievements in FY2011 and Targets & Plans for FY2012</u> □ C: Page 21-24 (Major Achievements in FY2011 and Targets & Plans for FY2012)
	Policy		○	<ul style="list-style-type: none"> ■ C1: <u>Risk Management and Compliance Policy</u> □ C1: Page 43 (Ensuring compliance worldwide) ■ C2: <u>Policy on Corporate Citizenship Activities</u> ■ C3: <u>Community Involvement and Development</u>
	Organizational Responsibility		○	<ul style="list-style-type: none"> ■ C1: <u>Risk Management and Compliance Management Structure</u> □ C1: Page 43 (Risk Management and Compliance Management Structure) ■ C2: <u>Promoting Corporate Citizenship Activities Worldwide</u> ■ C3: <u>Structure for Community-related Corporate Citizenship Activities</u>
	Training and Awareness		○	<ul style="list-style-type: none"> ■ C1: <u>Risk Management and Compliance Education</u> □ C1: Page 43-44 (Risk Management and Compliance) ■ C2: <u>Promoting Corporate Citizenship Activities Worldwide</u> □ C2: Page 53 (Promoting corporate citizenship activities worldwide)
	Monitoring and Follow-Up		○	<ul style="list-style-type: none"> ■ C1: <u>Whistleblower System</u> □ C1: Page 44 (Effective use of the whistleblower system) ■ C2: <u>Compliance Situation Inspection and Audit</u> ■ C3: <u>Examination and Evaluation of Community-related Corporate Citizenship Activities</u>
	Additional Contextual Information		○	<ul style="list-style-type: none"> ■ C1: <u>Fair Competition and Trading Practices</u> □ C1: Page 45 (Fair Competition and Trading Practices) ■ C2: <u>Export Control</u> ■ C3: <u>Information Security Management</u>

				<input type="checkbox"/> C3: Page 46(Information Security Management) <input checked="" type="checkbox"/> C4: <u>Protection of Intellectual Property</u> <input type="checkbox"/> C4: Page 46 (Protection of Intellectual Property) <input checked="" type="checkbox"/> C5: <u>Community Involvement and Development</u> <input type="checkbox"/> C5: Page 51-54 (Community Involvement and Development)
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Local Communities

SO1.*	Percentage of operations with implemented local community engagement, impact assessments, and development programs.		△	<input checked="" type="checkbox"/> C: <u>Community Relations</u> <input checked="" type="checkbox"/> E1 : <u>Green Management/Conservation of Biodiversity/Initiatives at production sites</u> <input type="checkbox"/> E1 : Page 63-64 (Green Management/Conservation of Biodiversity/Initiatives at production sites) <input checked="" type="checkbox"/> E2 : <u>Greening of Process/Management of Chemicals</u> <input type="checkbox"/> E2: Page 27-28 (Greening of Process/Management of Chemicals) <input checked="" type="checkbox"/> E3: <u>Greening of Process/Environmental Management for Factories/Soil and groundwater purification</u> <input type="checkbox"/> E3: Page 29 (Greening of Process/Response to Environmental Risks/Soil and groundwater purification)
SO9.*	Operations with significant potential or actual negative impacts on local communities.		△	<input checked="" type="checkbox"/> C: <u>Community Relations(Structure for Community-related Corporate Citizenship Activities)</u>
S10.*	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.		○	<input checked="" type="checkbox"/> C: <u>Community Relations(Examination and Evaluation of Community-related Corporate Citizenship Activities)</u>

Corruption

SO2.*	Percentage and total number of business units analyzed for risks related to corruption.	Principle 10	○	<input checked="" type="checkbox"/> C: <u>Risk Management and Compliance</u> <input type="checkbox"/> C: Page 43-44 (Risk Management and Compliance)
SO3.*	Percentage of employees trained in organization's anti-corruption policies and procedures.	Principle 10	○	<input checked="" type="checkbox"/> C1: <u>Risk Management and Compliance Education</u> <input type="checkbox"/> C1: Page 43-44 (Risk Management and Compliance)
SO4.*	Actions taken in response to incidents of corruption.	Principle 10	○	<input checked="" type="checkbox"/> C: <u>Response to Compliance Violations</u> <input type="checkbox"/> C: Page 44 (Appropriate measures in response to violation)

Public Policy

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SO5.*	Public policy positions and participation in public policy development and lobbying.	Principle 1-10	△	■C: <u>Recommendations on Public Policies</u>
SO6.	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Principle 10	×	-

Anti-Competitive Behavior

SO7.	Total number of legal actions for anticompetitive behavior, anti-trust, and monopoly practices and their outcomes.		○	<p>■C: <u>Response to Compliance Violations</u></p> <p>□C: :Page 44 (Appropriate measures in response to violation) (No anti-trust violation in FY 2011)</p> <p>□A: Page 20Financial Review (Risks related to material legal proceedings)</p>
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Compliance

SO8.*	Monetary value of significant fines and total number of non-monetary sanctions for noncompliance with laws and regulations.		○	<p>■C: <u>Response to Compliance Violations</u></p> <p>□C: Page 44 (Appropriate measures in response to violation)</p>
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Product Responsibility

Management Approach

	Goals and Performance		○	<p>■C: <u>Major Achievements in FY2011and Targets & Plans for FY2012</u></p> <p>□C: Page 21-24 (Major Achievements in FY2011 and Targets & Plans for FY2012)</p>
	Policy		○	<p>■C1: <u>Quality Control Policy</u></p> <p>□C1: Page 47 (Toshiba Group Quality Control Policy)</p> <p>■C2: <u>Basic Policy on Product Safety</u></p> <p>■C3: <u>Policy on Information and Labeling Related to Products</u></p> <p>■C4: <u>Toshiba Group Customer Satisfaction Policy</u></p> <p>□C4: Page 49 (Toshiba Group CS Promotion Policy)</p> <p>■C5: <u>Policy on Customer Support</u></p>
	Organizational Responsibility		○	<p>■C1: <u>Quality Promotion Structure</u></p> <p>□C1: Page 47 (Quality Promotion Structure)</p> <p>■C2: <u>Toshiba Group's Structure to Respond to Product Accidents</u></p> <p>□C2: Page 48 (Toshiba Group's Structure to Respond to Product Accidents)</p> <p>■C3: <u>CS Promotion Structure</u></p> <p>■C4: <u>Structure for Customer Support</u></p>

	Training and Awareness		○	<ul style="list-style-type: none"> ■ C1: <u>Promoting Initiatives Aimed at Enhancing Capabilities to Ensure Product Quality</u> □ C1: Page 48 (Training personnel in charge of quality assurance) ■ C2: <u>Education on Product Safety</u> ■ C3: <u>Education on Product Information and Labeling</u> ■ C4: <u>Education and Training of Employees on Dealing with Customers</u> □ C4: Page 49 (Improving customer-orientation to provide after-sales service for all our customers)
	Monitoring and Follow-Up		○	<ul style="list-style-type: none"> ■ C1: <u>Quality Control Checks and Audits</u> □ C1: Page 47 (Emphasizing on-site quality control inspections and participation in third-party quality evaluations) ■ C2: <u>Checks and Audits on CS Promotion</u> ■ C3: <u>Checks and Audits concerning Customer Support</u>
	Additional Contextual Information		○	<ul style="list-style-type: none"> ■ C1: <u>Universal Design</u> □ C1: Page 50 (Promotion of Universal Design)

Customer Health and Safety

PR1.*	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Principle 1	○	<ul style="list-style-type: none"> ■ C1: <u>Quality Control</u> ■ C2: <u>Ensuring Product Safety</u> □ C2: Page 47-48 (Quality Assurance and Safety) ■ E: <u>Greening of Products/Creation of Products with the Highest Level of Environmental Performance</u> □ E: Page 33-46 (Greening of Products/Creation of Products with the Highest Level of Environmental Performance)
PR2.	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Principle 1	△	<ul style="list-style-type: none"> ■ C: <u>Disclosure of Product Safety and Quality Information</u> □ C: Page 48 (Dealing with Product Accidents)

Product and Service Labeling

PR3.*	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Principle 8	△	<ul style="list-style-type: none"> ■ C: <u>Policy on Information and Labeling Related to Products</u> ■ E: <u>Greening of Products/Creation of Products with the Highest Level of Environmental Performance</u> □ E: Page 33-46 (Greening of Products/Creation of Products with the Highest Level of Environmental
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				Performance)
PR4.	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Principle 8	○	■C: <u>Information on Product Safety</u> (No incident in the fiscal year)
PR5.	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.		○	■C: <u>Customer Satisfaction (CS) Survey</u> □C: Page 49-50 (Enhancing Customer Satisfaction)

Marketing Communications

PR6.*	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.		○	■C: <u>Accurate Product Information and Appropriate Advertising</u>
PR7.	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.		○	■C: <u>Information on Product Safety</u> (No incident in the fiscal year)

Customer Privacy

PR8.	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Principle 1	○	■C: <u>Incidents Related to Personal Data</u> (No incident in the fiscal year)
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Compliance

PR9.*	Monetary value of significant fines for noncompliance with laws and regulations concerning the provision and use of products and services.		○	No fines or penalties paid
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* Core performance indicator

(as of October,2012)

Extent of Reporting ○ : Full, △ : Limited, × : Not reported